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Reporting and Analytics Aggregates

agg-gim-thId-QUEUE-ABN Section

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agg-gim-thld-QUEUE-ABN Section

- **<media>**
- **default**

This section must be named **[agg-gim-thld-QUEUE-ABN]** or **[agg-gim-thld-QUEUE-ABN-<GIMAppObj>]** where **<GIMAppObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.

For example:

[agg-gim-thld-QUEUE-ABN-MyGIM].

The thresholds that you configure in this section pertain to the H_QUEUE_ABN hierarchy. You can configure up to 19 abandon-in-queue thresholds for classifying abandoned interactions.

To learn which measure definitions rely on the values of thresholds in this section, refer to column descriptions of the H_QUEUE_ABN hierarchy in the Reporting and Analytics Aggregates Physical Data Model documentation for your RDBMS:

- **Microsoft SQL Server**
- **Oracle**
- **PostgreSQL**

<media>

Default Value: The value specified by the default option.

Valid Values: Same as the default option.

Changes Take Effect: Upon the next run of aggregation.

Specifies up to 19 thresholds for the time, in seconds, of abandonment for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

For example:

voice=5,15,30,45,60,90,120,180,240,3600,7200,1440,28800,43200,57600,72000,86400,172800,259200

For the named media only, the value of this option overrides the previously defined default value.

default

Default Value:

5,15,30,45,60,90,120,180,240,3600,7200,14400,28800,43200,57600,72000,86400,172800,259200

Valid Values: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q,r,s (19 integers) where each letter represents an integer

from 0 to $2^{31} - 1$ and the sequence must increase monotonically. Specifying a 0 value at any position terminates the sequence from that point at which 0 was specified.

Changes Take Effect: Upon start of the next aggregation cycle

Specifies up to 19 thresholds for the time, in seconds, that interactions are abandoned. This option controls what data the aggregation process writes to the ABANDONED_STI columns of the AG2_QUEUE_ABN_* aggregate tables.

This threshold applies only to online media; if it is used in a report to describe offline media, a value of zero is displayed.

For example, RAA attributes an interaction to the ABANDONED_STI_1 column if the amount of time that elapsed before the interaction was abandoned, x , falls within the first bucket: $0 < x \leq 1stThreshold$ (where 1stThreshold, by default, is 5 seconds)

Interactions are attributed to the ABANDONED_STI_18 column if they were abandoned within the 18th bucket, which is defined, by default, as: $86400 < x_i \leq 172800$ (where i is a specific interaction)

ABANDONED_STI_20 receives the tally of all interactions that were abandoned beyond the 19th threshold (259200 seconds or 3 days, by default).

If you specify fewer than 19 thresholds, the aggregation process internally supplies a value of 0 for each unspecified threshold to terminate the sequence; that is: 5, 15, 30 is equivalent to 5, 15, 30, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0